HMO Blue Texas *Houston*

Survey (CAHPSTM 4.0H) Results

| rcentage who assigned a rating of 6 or lower to their | Percentage who assigned a rating of 7 or 8 to their | Percentage who assigned a rating of 9 or 10 to their | State Average | | |
|--|---|---|---------------|---------------|--|
| where 0 = the v | worst possible and 10 = t | the best possible | | | |
| Health Plan | 29% 39% | 33% | 21% 38% | 41% | |
| Health Care | 23% 40% | 37% | 15% 38% | 47% | |
| Personal Doctor 1 | 5% 36% | 49% | 11% 27% | 62% | |
| Specialist 11 | % 34% | 55% | 11% 26% | 63% | |
| ercentage who said they cometimes or never | Percentage who said they usually | Percentage who said they always | State A | State Average | |
| Got Needed Care | 20% 33% | 46% | 14% 33% | 53% | |
| Got Care Quickly | 21% 28% | 51% | 15% 29% | 57% | |
| Had Plans Handle Claims Quickly & Correctly | Did not achieve the minimum 100 responses needed to obtain a reportable result. | | 12% 32% | 57% | |
| Got Efficient & Helpful Customer Service | 24% | 58% | 18% 26% | 57% | |
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